

Inspection details with violations, recommendations and corrective action.

Item No.	Description	Points Deducted
1	Disease reporting	0

Site: MEDICAL REPORTS

Deduction Status: N

Violation: THE VESSEL'S MEDICAL STAFF HAD DIFFICULTY SUBMITTING G.I. ILLNESS REPORTS VIA THE CDC COMPUTER BASED REPORTING SYSTEM FOR THE CRUISE OF 4/24/2002 TO 5/04/2002, AND ADDITIONAL CASES COULD NOT BE REPORTED AFTER THEIR "4-HOUR REPORT."

Recommendation: Medical staff should be instructed to use the fax machine method of reporting, or call the CDC 800 number with their G.I. Illness reports when problems using the computer-based reporting system occur.

Action: Medical Staff will fax additional report in the future.

Item No.	Description	Points Deducted
2	Medical logs maintained	0

Site: MEDICAL REPORTS

Deduction Status: N

Violation: AN ASSISTANT COOK REPORTED TO THE INFIRMARY ON 3/6/2002 (WRITTEN IN MEDICAL LOG AS 3/5/2002) ILL WITH A HISTORY OF VOMITING, LOOSE STOOL, FEVER, AND RUNNY NOSE. ALTHOUGH THE INDIVIDUAL'S SYMPTOMS FIT THE DEFINITION OF ILLNESS FOR INCLUSION IN THE G.I. LOG. HE WAS NOT LISTED IN THE G.I. LOG.

Recommendation: 4.1.1.1.1 A reportable case of gastrointestinal illness shall be defined as: (1) Diarrhea (three or more episodes of loose stools in a 24 hour period); or (2) Vomiting and one additional symptom including one or more episodes of loose stools in a 24-hour period, or abdominal cramps, or headache, or muscle aches, or fever; and (3) Reported to the master of the vessel, the medical staff, or other designated staff by a passenger or a crew member. 4.1.2.1.3 The log shall list: (1) All reportable cases of gastrointestinal illness; (2) All passengers and crew members who are dispensed antidiarrheal medication from the master of the vessel, the medical staff, or other designated staff.

Action: The physician diagnosed crewmember as having an upper respiratory infection. The medical staff did not list him in the GIS log for that reason. He "technically" met the case definition for gastrointestinal illness. All such cases will be listed in the GIS log in the future.

Item No.	Description	Points Deducted
6	Halogen analyzer chart recorder maintained, operated, records; Sampling, records	2

Site: WATER SYSTEM

Deduction Status: Y

Violation: CHARTS FROM THE ANALYZER RECORDER AT THE DISTANT POINT IN THE DISTRIBUTION SYSTEM HAD BEEN LEFT ON THE CHART RECORDER FOR

MULTIPLE DAYS, FOR EXAMPLE APRIL 27&28, 2002, APRIL 17&18, 2002, APRIL 15&16, 2002, AND APRIL 7&8&9, 2002.

Recommendation: 5.5.2.2.1 Halogen analyzer-chart recorder charts shall be changed, initialed, and dated daily. Charts shall contain notations of any unusual water events in the potable water system.

5.5.2.1.1 Halogen analyzer-chart recorder charts shall have a range of 0.0 to 5.0 mg/L (ppm) and have a recording period of 24 hours.

Action: The chart recorder is located on the ship's bridge. The 'officer of the watch' on the bridge is now required to check the recorder during their watch to prevent this from occurring in the future.

Item No.	Description	Points Deducted
7	PW system protection cross-connections, backflow; Disinfection	0

Site: INFIRMARY

Deduction Status: N

Violation: NO BACKFLOW PREVENTOR WAS PROVIDED ON THE SHOWER HOSE IN THE TOILET ROOM FOR WARD 1.

Recommendation: 5.7.1.1.2 The potable water system shall be protected against backflow or other contamination by backflow preventers or air gaps.

Action: Backflow prevention device will be installed.

Item No.	Description	Points Deducted
8	PW filling hoses, caps, connections, procedures; Sample records, valves; PW system constructed, maintained	0

Site: WATER SYSTEMS

Deduction Status: N

Violation: A REDUCED PRESSURE ZONE BACKFLOW PREVENTERS WERE NOT PROVIDED ON THE INTERNATIONAL SHORE CONNECTIONS ON THE VESSEL.

Recommendation: 5.7.1.2.1 Backflow preventers shall be installed when air gaps are impractical or when water under pressure is required.

Action: RPZ units will be installed.

Site: WATER SYSTEM

Deduction Status: N

Violation: POTABLE WATER LINES FROM BUNKERING AND DISTRIBUTION LINES WERE NOT PROPERLY MARKED (PAINTED BLUE) OR BANDED BLUE THROUGHOUT THE ENGINE ROOM AREAS, FOR EXAMPLE EVERY 15 FEET (5 METERS) AND ON EACH SIDE OF PARTITIONS.

Recommendation: 5.3.2.1.1 Potable water piping shall be painted light blue or striped with 15 cm (6 inches) light blue bands or a light blue stripe at fittings on each side of partitions, decks, and bulkheads and at intervals not to exceed 5 m (15 feet) in all spaces, except where the decor would be marred by such markings.

Action: Lines will be striped blue.

Item No.	Description	Points Deducted
10	Swimming pools / spas maintained, safety equipment	0

Site: CHILDREN'S POOL

Deduction Status: N

Violation: NO ANTI-VORTEX DRAIN COVER OR DUAL DRAIN SYSTEM MEETING THE SPECIFIED CRITERIA WAS PROVIDED FOR THE CHILDREN'S POOL.

Recommendation: 6.4.1.2.2 Anti-vortex drain covers shall be provided on swimming pools and whirlpool spas.

Action: Anti – vortex drain cover will be installed.

Site: CHILDREN'S POOL

Deduction Status: N

Violation: THE BROMINE VALUES INDICATED IN THE MECHANICAL ROOM FOR THE LIDO SWIMMING POOL THAT IS INTEGRATED WITH THE CHILDRENS' POOL DOES NOT REFLECT ACTUAL LEVELS OF BROMINE IN THE CHILDRENS' POOL. A BROMINE DIFFERENTIAL OF 2.5 PARTS PER MILLION WAS FOUND DURING THE INSPECTION, I.E., BROMINE IN THE CHILDRENS' POOL WAS ACTUALLY 1.0 PARTS PER MILLION WHILE THE ANALYZER RECORDER IN THE MECHANICAL ROOM READ 3.5 PARTS PER MILLION.

Recommendation: Routine manual tests must be conducted on the Children's' Pool.

Action: Manual testing will be done.

Item No.	Description	Points Deducted
11	Food handlers infections, communicable diseases	0

Site: MEDICAL REPORTS

Deduction Status: N

Violation: ACCORDING TO THE THE RECORDS IN THE INFIRMARY, THE ASSISTANT COOK THAT REPORTED TO THE INFIRMARY ON 3/6/2002 ILL WITH VOMITING, LOOSE STOOL, AND FEVER, AND DIAGNOSED WITH AN UPPER RESPIRATORY ILLNESS WAS NOT TAKEN OFF DUTY, NOR REQUIRED TO RETURN TO THE INFIRMARY FOR FOLLOW-UP PRIOR TO RETURNING TO WORK. REMOVAL FROM WORK OF FOOD HANDLERS THAT ARE ILL WITH THE THESE SYMPTOMS , AND RESTRICTING THEM FROM WORK UNTIL MEDICAL STAFF HAS CLEARED THEM IS CRITICALLY IMPORTANT TO PREVENTING THE SPREAD OF ILLNESS.

Recommendation: 7.2.2.1.2 Food employees who have conditions or symptoms of boils, open sores, infected wounds, diarrhea, jaundice, fever, vomiting, sore throat with fever, or discharges from the nose or mouth shall report these conditions or symptoms to the vessel's medical staff and shall be restricted from working with exposed food, warewashing, clean equipment, utensils, and linens, and unwrapped single-service and single-use articles. 7.2.2.1.4 The restriction may be removed when the person in charge of the food operation obtains written approval from the vessel's physician or equivalent medical staff. It is recommended that Holland America reaffirm their policies to follow the CDC guidelines specifically referenced in item numbers 20 and 21 with their medical staff fleetwide.

Action: The crewmember was seen and diagnosed with an upper respiratory infection at the end of his shift and had no duty till the following day. He was instructed to return to the infirmary if his 'cold' symptoms persisted. This process did not follow the CDC guidelines. The medical staff has been re instructed on these procedures.

Item No.	Description	Points Deducted
17	Temperature practices storage, preparation display, service, transportation; Thawing	0

Site: FOOD SERVICE GENERAL

Deduction Status: N

Violation: GRAVLAX IS SERVED TO PASSENGERS, BUT THERE WAS NO DOCUMENTATION FROM THE SUPPLIER THAT THE SALMON WAS FROZEN TO A SAFE TEMPERATURE AND TIME TO KILL PARASITES. THERE WAS NO RECORD THAT THIS WAS DONE ABOARD THE VESSEL EITHER.

Recommendation: 7.3.4.2.2 If raw, raw-marinated, partially cooked, or marinated-partially cooked fish are served in ready-to-eat form: (1) The person in charge shall record the freezing temperature and time to which the fish are subjected and shall retain the records on the vessel for 90 calendar days beyond the time of service or sale of the fish; or (2) If the fish are frozen by a supplier, a written agreement or statement from the supplier stipulating that the fish supplied are frozen to a safe temperature and a time.

Action: The required documentation from the supplier has been sent to the vessel.

Item No.	Description	Points Deducted
19	Food protected storage, preparation, display, service, transportation; Original containers, labeling; Food handling minimized; In-use food dispensing, preparation utensils stored	0

Site: LIDO - STARBOARD BEVERAGE STATION

Deduction Status: N

Violation: AN EMPLOYEE WAS OBSERVED STAGING DIRTY TRAYS AND DISHWARE ON THE SAME COUNTER WHERE THE VARIOUS DRINK CONDIMENTS WERE STORED.

Recommendation: Ensure that condiments are protected from such contamination and dirty items are taken directly to the dishwash area. 7.3.3.5.1 Food shall be protected from contamination by storing the food: (1) In a clean, dry location; (2) Where it is not exposed to splash, dust, or other contamination; and (3) At least 15 centimeters (6 inches) above the deck.

Action: Employee has been re instructed on the proper busing procedure.

Site: LIDO - POT WASH

Deduction Status: N

Violation: THE ICE MACHINE SCOOP WAS STORED ON A MOUNTED SHELF ON THE LEFT SIDE OF THE MACHINE. VARIOUS DIRTY POTS/PANS AND UTENSILS WERE STORED ON THE ADJACENT COUNTER, NEARLY TOUCHING THE SCOOP.

Recommendation: 7.3.3.4.2.5 During pauses in food preparation or dispensing, food preparation and dispensing utensils shall be stored: (5) In a clean, protected location if the utensils, such as ice scoops, are used only with a food that is not potentially hazardous.

Action: Storage location for the scoop will be moved away from the adjacent counter

Site: MAIN GALLEY - HOT GALLEY GRILL AREA

Deduction Status: N

Violation: A KETTLE FULL OF BOILING WATER WAS LEFT UNCOVERED AND STEAM WAS

CONDENSING ON THE CANOPY EXHAUST HOOD DIRECTLY ABOVE AND WATER WAS DRIPPING TO SURFACES BELOW.

Recommendation: Employees should be instructed to close kettle lids until the other ingredients are added to prevent steam release, condensation, and potential contamination.

Action: Kettle will be kept covered.

Item No.	Description	Points Deducted
20	PHF temperature maintenance facilities; Food-contact surfaces designed, constructed, installed, maintained; TMD=s provided, located, calibrated	0

Site: LIDO - POT WASH

Deduction Status: N

Violation: THE UPPER INTERIOR OF THE ICE MACHINE WAS DIFFICULT TO ACCESS FOR CLEANING. THE METAL PANELS SURROUNDING THE WATERFALL WERE CORRODED AND IN NEED OF SERVICE.

Recommendation: 7.4.1.1.2 Materials that are used in the construction of multiuse utensils and food-contact surfaces of equipment shall be: (1) Durable, corrosion-resistant, and nonabsorbent; (2) Sufficient in weight and thickness to withstand repeated warewashing; (3) Finished to have a smooth, easily cleanable surface; and (4) Resistant to pitting, chipping, crazing, scratching, scoring, distortion, and decomposition.

Action: Ice machine will be repaired.

Item No.	Description	Points Deducted
21	Nonfood-contact surfaces designed, constructed, maintained, installed, located	0

Site: LIDO - BEV. STATIONS PORT/STARBOARD

Deduction Status: N

Violation: THE FORMICA LAMINATE WAS BROKEN ALONG THE SURFACE OF THE LOWER CABINET DOORS, MAKING THEM DIFFICULT TO CLEAN.

Recommendation: Repair or replace the cabinet door exteriors. 7.4.2.2.6 Nonfood-contact surfaces shall be free of unnecessary ledges, projections, and crevices, and designed and constructed to allow easy cleaning and to facilitate maintenance.

Action: Laminate will be replaced.

Site: CROW'S NEST BAR

Deduction Status: N

Violation: THERE WERE SEVERAL LARGE OPENINGS BENEATH THE FRONT BAR UPPER COUNTER TOP WHERE LIGHT COVER SECTIONS WERE MISSING.

Recommendation: Replace the missing light covers and seal the gaps.

Action: Light covers will be replaced.

Item No.	Description	Points Deducted
22	Dishwashing / equipment washing facilities designed, constructed, maintained, installed, located, operated, TMDs, test kits	0

Site: LIDO - DISHWASH

Deduction Status: N

Violation: THE GAUGE TEMPERATURE FOR THE FINAL RINSE WAS APPROXIMATELY 10-

20 °F OUT OF CALIBRATION ON THE CONVEYOR DISHWASH MACHINE.

Recommendation: 7.5.4.1.1 Warewashing equipment shall be maintained in good repair and proper adjustment including: (1) Warewashing equipment shall be maintained in a state of repair and condition that meets the standards of the materials, design, and construction of these guidelines. (2) Water pressure, and water temperature measuring devices shall be maintained in good repair and be accurate within the intended range of use. 7.5.2.1.1 Water temperature measuring devices: (1) That are scaled in Celsius or dually scaled in Celsius and Fahrenheit shall be designed to be accurate to $\pm 1.5^{\circ}\text{C}$ in the intended range of use. (2) That are scaled only in Fahrenheit shall be designed to be accurate to $\pm 3^{\circ}\text{F}$ in the intended range of use.

Action: Gauge will be recalibrated or replaced.

Site: CREW GALLEY - DISHWASH

Deduction Status: N

Violation: THE FINAL RINSE PRESSURE IN THE CONVEYOR DISHWASH MACHINE WAS ABOVE 60 PSI DURING ACTIVE USE. THE MACHINE WAS PRODUCING STEAM IN THE FINAL RINSE AND THE DISH LEVEL TEMPERATURE WAS 179 °F. THE FINAL RINSE GAUGE TEMPERATURE WAS 198 °F.

Recommendation: 7.5.6.1.3 The flow pressure of the fresh hot water sanitizing rinse in a warewashing machine may not be less than 100 kilopascals (15 pounds per square inch) or more than 170 kilopascals (25 pounds per square inch) as measured in the water line immediately downstream or upstream from the fresh hot water sanitizing rinse control valve. 7.5.6.1.2 In a mechanical operation, the temperature of the fresh hot water sanitizing rinse as it enters the manifold may not be more than 90°C (194°F)

Action: Dish machine temperature / pressure will be rebalanced.

Item No.	Description	Points Deducted
24	Sanitizing rinse temperature, concentration, time	3

Site: MAIN GALLEY - DISHWASH PORT SIDE

Deduction Status: Y

Violation: DURING ACTIVE USE, THE FLIGHT-TYPE CONVEYOR DISHWASH MACHINE HAD A DISH LEVEL TEMPERATURE OF 146-150 °F IN THE FINAL, HOT WATER SANITIZING RINSE.

Recommendation: 7.5.6.1.2 In a mechanical operation, the temperature of the fresh hot water sanitizing rinse as it enters the manifold may not be more than 90°C (194°F), or less than: (1) For a stationary rack, single temperature machine, 74°C (165°F); or (2) For all other machines, 82°C (180°F). (3) A utensil surface temperature of 71°C (160°F) as measured by an irreversible registering temperature indicator shall be achieved. (4) The maximum temperature of 90°C (194°F), does not apply to the high pressure and temperature systems with wand-type, hand-held, spraying devices used for the in-place cleaning and sanitizing of equipment such as meat saws.

Action: Temperature has been increased.

Item No.	Description	Points Deducted
26	Food-contact surfaces equipment / utensils clean; Safe	0

Site: MAIN GALLEY - DISHWASH

Deduction Status: N

Violation: A NUMBER OF THE PREVIOUSLY CLEANED PLATES INSPECTED IN THE CLEAN PLATE STORAGE TROLLEY WERE SOILED WITH FOOD RESIDUE.

Recommendation: 7.3.3.4.1 Food shall only contact surfaces of equipment and utensils that are cleaned and sanitized.

Action: The crewmembers in this area have been instructed to do a better job of inspecting the plates as they exit the dish machine. The supervisor for this area has been told to do a better job supervising the work of his subordinates.

Item No.	Description	Points Deducted
28	Equipment / utensil / linen / single / service storage, handling, dispensed; Clean frequency	2

Site: MAIN GALLEY - POT WASH

Deduction Status: Y

Violation: SOILED SHEET PANS WERE STACKED AND STORED AGAINST A LARGE CLEAN RACK FILLED WITH CLEAN CUTTING BOARDS, POTS, PANS, AND UTENSILS. ADDITIONALLY, SOILED LEXAN BINS WERE STACKED BETWEEN THE POT MACHINE CLEAN LANDING AND THE ADJACENT CLEAN RACK, BOTH WERE FULL OF CLEANED POTS, BINS, AND UTENSILS. THERE WAS NO SHIELD PROVIDED TO PROTECT THE CLEAN ITEMS STORED IN THIS AREA FROM THE SOILED.

Recommendation: 7.5.7.3.1 Cleaned equipment and utensils, laundered linens, and single-service and single-use articles shall be stored: (1) In a clean, dry location; (2) Where they are not exposed to splash, dust, or other contamination; and (3) At least 15 centimeters (6 inches) above the deck.

Action: Crewmembers have been re instructed to maintain the proper distance between clean and dirty items.

Site: CREW GALLEY

Deduction Status: Y

Violation: THE CLEAN UTENSIL RACK WAS SOILED WITH FOOD RESIDUE AND FILLED WITH CLEANED AND SORTED UTENSILS.

Recommendation: 7.5.7.3.1 Cleaned equipment and utensils, laundered linens, and single-service and single-use articles shall be stored: (1) In a clean, dry location; (2) Where they are not exposed to splash, dust, or other contamination; and (3) At least 15 centimeters (6 inches) above the deck.

Action: Crewmember responsible for this area was re instructed to clean the utensil rack prior to refilling.

Item No.	Description	Points Deducted
29	Facilities convenient, accessible, designed, installed	0

Site: CROW'S NEST BAR

Deduction Status: N

Violation: THE HANDWASH STATION IN THE FRONT BAR WAS 32 FEET AWAY FROM THE STARBOARD DRINK PREPARATION STATION. THE CLOSER HANDWASH STATION WAS IN THE PANTRY BEHIND, BUT REQUIRED ONE TO PASS

THROUGH 2 CLOSED DOORS TO ACCESS IT.

Recommendation: 7.7.1.1.2 The handwashing facility shall be located within 8 m (25 feet) of all parts of the area and should not be located in an adjacent area that requires passage through a closed door.

Action: This is the original design of a USPH VSP approved facility. Additional hand wash sink will be ordered and installed.

Item No.	Description	Points Deducted
33	Decks / bulkheads / deckheads construction, repair, clean	0

Site: LIDO - ICE CREAM PARLOR

Deduction Status: N

Violation: HEAVY DUST AND DEBRIS HAD ACCUMULATED ON THE DECKHEAD AT THE AIR DIFFUSER.

Recommendation: 7.7.4.2.1 Decks, bulkheads, deckheads, and attached equipment in food preparation, warewashing, pantries, and storage areas, shall be cleaned as often as necessary.

Action: Dust has been cleaned from this intake vent to the A/C system.

Item No.	Description	Points Deducted
36	Lighting provided, shielded	0

Site: LIDO - ICE CREAM PARLOR

Deduction Status: N

Violation: THE ARTIFICIAL LIGHT LEVEL ALONG THE PORT SIDE BULKHEAD COULD NOT BE INCREASED TO 220 LUX (20 FOOT CANDLES) FOR CLEANING.

Recommendation: Increase artificial light levels in this area to a minimum of 220 lux. 7.7.5.1.1 The light intensity shall be at least 220 Lux (20 foot candles) on food preparation surfaces, and at a distance of 75 centimeters (30 inches) above the deck in food preparation areas, handwashing facilities, warewashing areas, equipment, and utensil storage, pantries, toilet rooms, and consumer self-service areas.

Action: Additional lighting will be provided for cleaning.

Site: ROTTERDAM DINING ROOM

Deduction Status: N

Violation: ARTIFICIAL LIGHTING ALONG THE WAITER STATIONS COULD NOT BE INCREASED TO 220 LUX FOR CLEANING. ALL THE WAITER STATIONS APPEARED CLEAN.

Recommendation: Adjust existing lights or install additional lights where needed to ensure these stations can be increased to 220 lux during cleaning periods.

Action: A lighting survey will be done to recommend ways to increase the light level.

Item No.	Description	Points Deducted
39	IPM program effective; Approved pesticide application	0

Site: CREW MESS

Deduction Status: N

Violation: NUMEROUS FLIES WERE PRESENT INSIDE THE FRONT COVER OF THE JUICE DISPENSER.

Recommendation: 8.2.1.1.1 The presence of insects, rodents, and other pests shall be effectively controlled to minimize their presence in the food storage, preparation, and service areas and warewashing and utensil storage areas aboard a vessel.

Action: This area will be thoroughly cleaned and monitored.

Item No.	Description	Points Deducted
40	IPM procedures developed; followed; outer openings protected	0

Site: INTEGRATED PEST MANAGEMENT (IPM)

Deduction Status: N

Violation: THE IPM PLAN WAS NEARLY COMPLETE. MORE DETAIL ON WHO CONDUCTS INSPECTIONS OF INCOMING FOOD SHIPMENTS, AND THE SPECIFIC ACTIVITIES AND FREQUENCY OF THE CONTRACT PEST CONTROL TECHNICIANS VERSUS THE SHIP'S STAFF IS NECESSARY. GOOD RECORD KEEPING WAS NOTED.

Recommendation: Add some simple statement on the who conducts the incoming food shipment inspections on the pier and the contractor activity, so the plan more accurately represents what is actually being done.

Action: Plan will be updated.

Item No.	Description	Points Deducted
41	Child Activity Centers facilities, diaper changing, operation	0

Site: AIR HANDLING SYSTEM

Deduction Status: N

Violation: A WRITTEN PLAN TO INSPECT AND MAINTAIN THE AIR CONDITIONING SYSTEM WAS NOT AVAILABLE. SEVERAL AIR HANDLING ROOMS ON DECKS 7 AND ABOVE ARE SUBJECT TO BACKFLOW OF CONDENSATE WATER AND THE DECK IN AIR HANDLING ROOM 5-10 WAS FLOODED WITH WATER. ADDITIONALLY, THE FILTER PAN HAD A LARGE AMOUNT OF RESIDUAL ORGANIC MATERIAL. MORE REGULAR EVALUATIONS OF THESE UNITS WITH FOLLOW-UP CLEANING IS IMPORTANT.

Recommendation: 9.2.1.2.3 Vessels shall have a plan to inspect and maintain heating, ventilation, and air conditioning systems in accordance with manufactures recommendations and industry standards. 9.2.1.2.1 Air handling units shall be kept clean.

Action: Inspection and maintenance of A/C system is included in the computerized Maintenance Management System. (AMOS-D) per the manufacturer's specifications. We will investigate if additional or more frequent work needs to be carried out..